

North Dakota Workforce Investment Act

**Annual Report
PY 2003**



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*Select cover photo is courtesy of Connie M. Johnson.
North Dakota State Capitol, Bismarck, North Dakota, Fourth of July.*

Continued WIA Success in North Dakota

The State of North Dakota was one of a few states to receive Workforce Investment Act Incentive Grants for the past three program years.

- Program Year 2000, one of twelve states
- Program Year 2001, one of sixteen states
- Program Year 2002, one of twenty-three states

The incentive grants in the amount of \$750,000 each year support innovative workforce development and educational activities. With the Incentive Grant earned for PY 2001, the state funded a variety of new workforce development activities to expand the services available in the One-Stop Delivery System.

Examples of WIA Title I Incentive Grant activities include:

- Provide basic, skill and customized training to incumbent workers, employed in primary sector and high demand occupations paying an annual wage of \$25,000 or more. Workers must be employed with a company who has announced plans for a major layoff or plant closing and a Business Retention Proposal to avert the layoff or plant closing has been jointly developed with the involvement and support of the business, local development associations, the Division of Economic Development and Job Service North Dakota.
- Provide basic, skill and apprenticeship training opportunities for underemployed, unemployed, and youth leading to employment in career ladder opportunities in primary sector and high demand occupations paying an annual average wage of \$25,000 or more.
- Through a combination of paid, unpaid internships, and a statewide facilitator, develop, promote, and coordinate youth internships with employers, educators, and eligible youth in primary sector and high demand occupations. Designated by the North Dakota Workforce Development Council, primary sector and high demand occupations are those that provide employment in career ladder opportunities paying an annual average wage of \$25,000.
- Provide matching funding to help sponsor a Governor's State of North Dakota Workforce Summit. Summit objectives will include: increasing the awareness of and educating North Dakota employers on emerging workforce issues, the workforce development and workforce training system in North Dakota, sharing of best practices to access the untapped workforce (TANF, underemployed, new Americans), highlighting best practices used by business to grow, retain, and recruit a workforce.

- Support capacity building activities and training for front line staff of the partner agencies on use of program data to support continuous program improvement and meet the common measurement performance indicators.

Examples of WIA Title II and Carl D. Perkins Vocational and Applied Technology Act activities include:

- Expand pilot programs in customer service and English as a Second Language, to accommodate industry specific on-site training designed to provide employment enhancement, basic and skill training to unemployed, underemployed, and youth in target areas of the state.
- Develop improved career decision-making tools for use by eligible youth (through a portal to websites providing career information, career decision making tools, and information on North Dakota employers and opportunities). Develop common measurement pre and post-test, skill standards, and a data collection system to meet federal reporting requirements under the new Common Measurement initiative.

North Dakota's One-Stop Career Center System

The state of North Dakota is a single local area under the Workforce Investment Act. The Workforce Development Council serves as both the state and local workforce investment boards as outlined in the Workforce Investment Act. Job Service North Dakota is the state and local administrative entity that provides services under Title IB, which serves adults, dislocated workers, and youth.

The cornerstone of the North Dakota Workforce System is the One-Stop service delivery structure aimed at integrating programs, services, and governance structures. The North Dakota One-Stop structure gives business, students, job seekers, and the public one-stop access to all federally-funded workforce development programs, as well as several state-funded programs. Access can be through Job Service North Dakota, as the One-Stop Career Center operator, or through the SHARE Network, an on-line resource to access services.

The One-Stop Career Centers are the focal point of North Dakota's One-Stop service delivery structure, supporting the employment needs of job seekers and the human resource needs of business. At One-Stop Centers, workers, job seekers, and other participants can receive training and education, build their skills, and access federal assistance programs, while employers use One-Stop Centers to help recruit workers they need for their businesses.

Job Service North Dakota has twelve Customer Service offices, four Native American reservation offices, and various college campus locations. In addition, Job Service North Dakota maintains a dynamic web presence. The customers benefit from addressing workforce services through a customer-friendly, self-service system with the assistance of trained professional staff members.

Funding streams for One-Stop Career Center services include:

- Workforce Investment Act Title IB
 - Adults
 - Dislocated Workers
 - Youth
- Wagner-Peyser
- Unemployment Insurance
- Job Opportunities and Basic Skills (JOBS)
- Labor Market Information (LMI)
- Veterans Employment and Training Programs
- Trade Adjustment Assistance/North American Free Trade Act (TAA/NAFTA)
- Senior Community Service Employment Program (SCSEP)

One-Stop Career Center system partners' funding sources include:

- Other WIA Title IB Programs
- Adult Education and Family Literacy Act
- Vocational Rehabilitation
- Community Services Block Grant
- Department of Housing and Urban Development
- Post-secondary Vocational Education under the Carl D. Perkins Vocational and Applied Technology Act
- Experience Works under the Senior Community Service Employment Program (SCSEP)

Program costs are based on the fair share allocation as determined by the State Memorandum of Understanding (MOU).

In the One-Stop Career system, North Dakota capitalizes on strengths each partner brings to the system while reducing or eliminating duplication of products and services. The simplicity in structure with defined roles and responsibilities of all partners allow case managers and providers to deliver the services necessary for North Dakota's growth and competitive edge.

The Wagner-Peyser and Unemployment Insurance Programs are fully integrated within Job Service North Dakota. Both programs are integral components of the One-Stop Career Center system.

Internet access to Job Service North Dakota (www.jobsnd.com) and *CareerOneStop* (www.careeronestop.org) is available at the One-Stop Career Centers. Well-trained One-Stop Career Center staff members ensure customers receive the right mix of services to meet their needs.

The enhanced on-line services for job seekers and businesses offer additional self-directed services, with one-on-one assistance available from One-Stop Career Center staff members, if needed.

On-line services for Job Seekers include:

- Access to job openings for all types of occupations.
- Create, save, and send resumes, job application and cover letters.
- Labor market information for progressive career planning.
- Virtual Recruiter to notify job seekers of available jobs.
- Assistance in planning a career, obtaining an education, and finding an employer.

On-line services for Businesses include:

- Access to thousands of resumes or job applications.
- Exposure of job openings to the largest applicant pool in North Dakota.
- Labor market information to gain a competitive advantage.
- Virtual Recruiter to notify businesses of applicants as they become available.
- Assistance in enhancing the current workforce with education and career planning opportunities.

The SHARE Network is a web-based self-help referral system connecting Job Service North Dakota's One-Stop centers with providers of services that help people obtain, retain, or advance in employment. SHARE represents *Sharing How Awareness of Resources Empowers* – an innovative method of breaking down barriers to services and exposing all of North Dakota to critically needed resource information. To optimize utilization, its convenience enables One-Stop Center employees to make more informed referrals, and faith-based and community organizations to consistently refer clients throughout the One-Stop system.

Since January 2003, over 620 workforce development, faith-based organizations, community organizations, businesses, and government agencies offering over 100 service options ranging from Abuse Counseling to Youth Services have joined the Network. This created dramatic growth in collaboration efforts in a short time period. Because these service providers become SHARE Network members easily and free of charge, use is strong and the tool is highly valued.

The Network has been featured on the websites of the U.S. Department of Labor (USDOL), Workforce ATM, *Workforce Tools for the Trade Newsbreaks*, and National Association of Workforce Boards (NAWB). National recognition includes:

- Promising Practice presentation during the February 2004 USDOL Dallas Regional Forum;
- USDOL Center for Faith-Based and Community Initiatives (CFBCI) and NAWB pre-conference panel in Washington, D.C.;
- Published USDOL case study in the February 2004 "Bridging the Gap: Meeting the Challenge of Universal Access Through Faith-Based and Community Partnerships;"
- Featured article, "Faith-Based Organizations – Churches Become Program Partners in North Dakota" in the April 19, 2004, *Employment and Training Reporter* national publication; and
- Distribution of SHARE Network replication brochures to NASWA state administrators, NAWB, and USDOL national leaders.

The SHARE Network embodies the vision of the One-Stop system and enables individuals to overcome barriers to sustainable employment.

Program Services, Cost Benefit, and Evaluation

Service to Adults and Dislocated Workers

A customer-focused approach, including an initial assessment of skill levels, abilities, and support services for each individual, is available through the One-Stop Career Centers. This approach is used to determine the needs of various population groups such as:

- Individuals with a disability
- Dislocated workers
- Displaced homemakers
- Individuals with multiple barriers to employment
- Low-income individuals
- Migrants and seasonal farm workers
- Minorities
- Older individuals
- Veterans

The full range of core, intensive, and training services may be available to adult participants based on the results of ongoing assessment of needs. The funds provide support, employment/employability assistance, and training to eligible participants. A priority of service is offered to economically disadvantaged individuals seeking and unable to locate employment leading to self-sufficiency.

The full range of core, intensive, and training services may be available to dislocated workers based on the results of ongoing assessment of needs. The funds provide support, employment/employability assistance, and training to eligible participants. Individuals qualifying for eligibility may include those who have been laid off, notified of layoff, terminated, displaced homemakers, and self-employed individuals who for various reasons are unable to sustain the business.

The One-Stop Career Center services provided to adults and dislocated workers follow a three-tiered approach to service delivery:

Core Services (Tier One):

Determination of eligibility for services, intake and orientation services, assessment of skills, job search to include placement and career counseling, labor market information, program and program performance information, information on support services, information on completing Unemployment Insurance forms, and follow-up services.

Intensive Services (Tier Two):

Available for unemployed individuals who have completed core services but are unable to attain self-sufficiency or those employed but need assistance in order to reach a sustainable wage. The services include: comprehensive and specialized assessment; individual employment planning; group, individual, and career counseling; case management for training services; out of area job search assistance; relocation assistance; short-term vocational services; and basic skills training.

Individual Training (Tier Three):

Available only to those who complete core and intensive services and are still unable to attain self-sufficiency. The services may include: occupational training, customized instruction, cooperative education, employability training, and private sector upgrade and retraining.

Service to Youth

The One-Stop operator develops youth activities in accordance with recommendations of the Youth Development Council. The youth are assessed to determine the program activities that would best meet their needs. The One-Stop operator ensures that individual youth receive appropriate program elements as needed, whether provided by the operator or a service provider.

The Youth Development Council uses the following criteria along with WIA performance measures for identifying effective and ineffective youth activities provided by the One-Stop operator and the contracted service providers:

- Offer youth a comprehensive menu of program activities;
- Focus on the educational needs of youth, especially completion of high school or the equivalent;
- Provide youth exposure to the world of employment through appropriate work experience;
- Provide youth support in meeting career goals;
- Offer preparation for post-secondary education and employment;
- Offer linkages between academic and occupational learning;
- Focus on developmental needs of youth;
- Provide follow-up support; and
- Collect data to assess and evaluate effectiveness.

Within the program foundation are the concepts of improving educational achievement, preparing for and succeeding in employment, supporting youth, and offering services in an effort to develop the potential of young people as citizens and leaders. Funds provide support, employment/employability assistance, and training to eligible participants age fourteen to twenty-one.

The individuals qualifying for eligibility may include those who are economically disadvantaged. Individuals must also face a defined barrier to academic or employment success by demonstrating inclusion in one of the following categories:

- Deficient in basic literacy skills
- School dropout
- Homeless, runaway, or foster child
- Pregnant or parenting
- Offender; or
- An individual who requires additional assistance to complete an educational program, or to secure and hold employment.

Up to five percent of youth participants served by youth programs may be individuals who do not meet the income criterion for eligible youth, provided that they are within one or more of the following categories:

- School Dropout
- Basic skills deficient
- Are one or more grade levels below the grade level appropriate to the individual's age
- Pregnant or parenting
- Homeless or runaway
- Offender; or
- Face serious barriers to employment as documented by the case manager.

In addition, a minimum of thirty percent of Youth Program funds must be spent on out-of-school youth.

Level of Service

The level of services provided to customers, whether adults, dislocated workers or youth is set based on the assessed needs, existing skills, and personal situation of the customer. Job Service North Dakota accounts for the cost categories required by the Workforce Investment Act, not for the costs by activity.

Under the Adult and Dislocated Worker Programs, the comprehensive array of services provided (those described in core, intensive, and training services) correlate with the level of program expenditures for an individual. Each level of service results in additional expenditures.

Tables D and G show the comparison between customers receiving core and intensive services with customers receiving training services. The following is an analysis of the differences in results:

- **Adult Entered Employment—**

Individuals who received only core and intensive services had a lower Entered Employment rate than those individuals who received training services. When training is provided, it is for occupations currently in demand. The skills of individuals who didn't receive training may be in lower demand areas. This may require a longer time period to find suitable employment and may result in an individual leaving employment if his skills don't meet expectations once he is on the job. The state continues to explore potential tools to better assess individual's skills and to better analyze skills in demand.

- **Adult Earnings Change in Six Months—**

There is a significant difference in the Earnings Change in Six Months. Skills attained through participation in training services enable the customers to become employed at a higher skill level than prior to participation. The earnings change for individuals that do not receive training services is often lower due to pre-program income. These individuals may be seeking additional benefits, such as, working conditions, job satisfaction, skill utilization, etc.

- **Dislocated Worker Entered Employment and Retention Rates—**

Individuals who receive only core and intensive services have higher Entered Employment and Retention rates than those receiving training services. This is consistent with the WIA concept of providing services based on individual need. Those receiving only core and intensive services need only minimal assistance to become re-employed and retain employment because they have the skills desired in the current job market. Individuals receiving training may find it more difficult to find and retain employment because they have not demonstrated application of the new skills in the workplace.

- **Dislocated Worker Earnings Replacement Rate—**

Skills attained through participation in training services, enabled customers to become re-employed at a higher skill level resulting in higher wages. In addition, due to the direct relationship between skill level and wage, customers receiving training services to upgrade skill levels have a much higher Dislocated Worker Earnings Replacement Rate because their pre-participation wage levels were much lower than the pre-participation wage levels of customers receiving only core and intensive services.

The level of involvement in the ten Youth Program elements or activities correlates with the level of program expenditures for an individual. Although participation in each activity cannot be evaluated separately, the level of services provided resulted in the state meeting the criteria to be eligible for incentive awards, with one meeting and six exceeding the negotiated level. The state continues efforts to develop tools to assist case managers in tracking the progress and needs of individuals in the program.

Adult, Dislocated Worker, and Youth Program performance outcomes are summarized in Table O of this report.

Cost Benefit and Evaluation

The state of North Dakota is a single local area; therefore, no allocation method is needed for distribution of adult, dislocated worker, and youth funds. All funds not reserved for statewide activities, including rapid response, are distributed to the single local area. The Governor reserves up to twenty-five percent of the dislocated worker funds for statewide rapid response activities.

North Dakota tracks and evaluates the cost of program activities relative to the effect based on an individual's positive results for WIA performance measures. The outcomes are for the same reporting periods utilized for the corresponding WIA performance measures. Cost per participant and cost per positive outcome is computed for the Adult, Dislocated Worker, and Youth Programs. The overall cost per participant served for all programs was \$1,828. This reflects a decrease of \$127 per participant from PY 2002. The overall cost per positive outcome for participants from all programs was \$2,620, a decrease of \$1,281 from PY 2002. Even with a slight decrease in participant cost significant benefits for the participants occurred as evidenced by a considerable decrease in the cost per positive outcome.

The positive outcome tracked for the Adult and Dislocated Worker Programs was Entered Employment. For older youth, a positive outcome is counted when entered employment, employment retention, and credential rates are met. For younger youth, a positive outcome is counted when skills attainment, diploma or equivalent attainment,

and retention rates are met. An individual youth may have more than one positive outcome. Each positive outcome enhances the youth's ability to achieve and sustain long-term employment. The statewide data for expenditures, cost per participant, and positive outcome is displayed in the following table.

Program	Program Expenditures	Total Served	Cost per Participant	Total Positive Outcomes	Cost per Positive Outcome
Adult	\$1,780,475	946	\$1,882	381	\$4,673
Dislocated Worker	\$596,110	422	\$1,413	274	\$2,176
Youth	\$2,186,805	1,129	\$1,937	1,087	\$2,012
TOTAL	\$4,563,390	2,497	\$1,828	1,742	\$2,620

Another measure of positive outcome for Adult, Dislocated Worker, and Youth Program participants is the level of customer satisfaction. While it is difficult to correlate program costs to the level of customer satisfaction, North Dakota's high satisfaction score of 81.4 (out of 100) indicates program participants are satisfied with the results of their personal investment in the WIA Programs. This very slight reduction in the participant customer satisfaction actual performance level from PY 2002 indicates continued satisfaction with the program.

The actual performance level for the employer customer satisfaction rate in PY 2003 was 81.1. This slight reduction from PY 2002 indicates continued employer satisfaction with the program.

Analysis of WIA performance measures is the primary method of program evaluation used this program year. North Dakota exceeded negotiated levels of performance in sixteen of the seventeen measures. The remaining measure was met. This is an improvement over PY 2002 when ten of the measures were exceeded.

The Success of Workforce Investment Act Involvement

While data analysis provides a formal method for evaluating the effectiveness of a program, the Workforce Investment Act has had a positive impact on the lives of One-Stop Career Center customers. Here are just a few examples of the benefits of WIA involvement.

Adult Success Stories

- Laurie was a thirty-eight year-old married mother of five children who lived in a rural community in North Dakota. She hadn't been in a position of paid employment since 1997; however, Laurie volunteered her time for several rural ambulance services.

One of the ambulance services offered Laurie an invitation to attend Paramedic training provided through a collaborative effort between Bismarck State College and the Fargo-Moorhead Ambulance service. She realized that she did not have the finances available to allow her to attend, so she contacted the One-Stop Center for information and to explore possible options for assistance. After Laurie was determined eligible for the WIA Adult Program, she was on her way to becoming a Paramedic-EMT. There was no question as to her desire and dedication. She took fourteen credits her first semester, eighteen the second semester, and nine the summer session to complete the program on June 4, 2004 with a 4.0 Grade Point Average.

While Laurie was attending the educational program, she lived away from home in Fargo during the week, spent very long days conducting her practicum hours in the Fargo area hospitals, and stayed on top of the written homework. She received her national certification less than one year from the initial contact with the One-Stop Center. Upon receiving her certification, she was offered a part-time position, and began working immediately. A short time later, a full-time job offer was received, which she immediately accepted. She is happy with her job and recently indicated that a pay raise is currently being discussed. Laurie also plans to continue her on-call work with the ambulance services in the area for patient transfers and other emergency situations. This time, because of the training she received, Laurie will be paid for her work!

- Despite a degree in Graphic Arts, James was having a very difficult time finding employment. After experiencing bus driving part-time, James began to explore the idea of continuing his education in the transportation industry. He set his goal of becoming a CDL truck driver while continuing his pursuit of beginning his own entrepreneurial business in Graphic Arts.

Since James was eligible for the WIA Adult Program and due to the high demand in the trucking industry, James was enrolled into the CDL Truck Driving program through Fargo's Skills and Technology Training Center. After only four weeks,

James completed his training, passed his CDL licensing test and was ready to seek employment. He immediately secured employment with a trucking company in Minot, North Dakota. He plans to continue pursuing his Graphic Design business. He feels he can work at this on a part-time basis during the “down time” in the trucking industry.

Dislocated Worker Success Stories

- Renee Kraft, a 2003 graduate of Bismarck State College (BSC), was honored at the *WomenWork!* 25th Anniversary Gala in Washington, D.C., this past Winter. *WomenWork!* is the National Network for Women’s Employment. Kraft, who completed BSC’s Phoenix Program before enrolling in electronics/telecommunications technology, was selected as one of the twenty-five Women of Triumph. The award recognizes women who have successfully overcome challenges and achieved economic independence. She will also be featured in the *WomenWork!* National Newsletter.

Kraft was referred by Job Service North Dakota to the Phoenix Program, which helps women prepare for nontraditional careers, after she and her husband lost their farm and she faced a career change due to disability discrimination at the age of fifty-two. She graduated from BSC with her AAS degree two years later and was hired by Dakota Audio Incorporated within twenty-four hours of her first job interview. The company produces state-of-the-art sound systems. Kraft also volunteers to help other Phoenix women who are entering nontraditional fields and have difficulty with math or computer skills.

*This article was reprinted with permission from the Bismarck State College *Connections* April 2004 newsletter.

- Richard La Brecque worked at a local hospital in Grand Forks, North Dakota for twenty-two years. He started in orthopedics and became an orthopedic assistant. His position was eliminated and he filed for unemployment Insurance. Rick was seeking a job in the healthcare field, but was unable to find a position that he was qualified for without further education and skill training.

As a dislocated worker, Rick was eligible for WIA and the program was promoted as an option to help him gain additional education. He had his sights set on the competitive field of Radiologic Technology. He was concerned because he had a learning disability and was dyslexic but his determination to graduate was strong. Unfortunately, he was not accepted the first year he applied for one of the sixteen student slots at Northland Technical and Community College in East Grand Forks, Minnesota. He utilized all of his severance pay to upgrade his skills and took additional medical classes. When he applied again one year later, he was accepted.

Job Service North Dakota utilized the Dislocated WIA Program to fund Rick as he spent long hours and efforts to overcome his disability and be a successful student. He had set backs, including a ruptured quadriceps, crutches, and having to spend more time than other students to learn and understand radiology technology.

In August of 2004, Rick graduated with honors. He is now employed as a radiology technician at a local hospital. He is an excellent example of what the WIA Program is designed to do – help people achieve their goals and dreams and eliminate some of the barriers.

Youth Success Stories

- Ashley is goal driven. Her persistence led her to Job Service North Dakota and the Workforce Investment Act (WIA) Youth Program in June 2003. Ashley has not let low economic conditions and barriers requiring additional assistance interfere with her dreams.

Assessment results encouraged Ashley to participate in training and leadership development activities. These activities led to her involvement in Paid Work Experience.

As a senior in high school, Ashley is currently involved with WIA Work Experience as an Administrative Assistant in a local public school district's Information Technology Department.

Recently, she was selected for membership in The National Society of High School Scholars (NSHSS). The Society invites only those students who have superior academic achievement and are among the top scholars in the nation. NSHSS Honorary Chair, Claes Novel, a senior member of the Nobel Prize Family, made the announcement of Ashley's selection.

- Michael is making a name for himself through technology. Michael has many interests including 4-H, where he has a seat on the National Planning Committee in Washington D.C., is a member of the North Dakota 4-H Technology Team and the National 4-H Technology Leadership Team.

In addition to assisting with technology issues, Michael has found time to serve as president of the Distributive Education Clubs of America (DECA) and Future Business Leaders of America (FBLA).

Michael believes that all experiences “network” and through these contacts, a career path that accents interests and skills will develop. Michael has long-term goals of being a successful business-person and having a great family. His short and mid-term goals include completing high school and then a master's degree in Business Administration.

Much of Michael's advancement is due to the success he has had in the Workforce Investment Act Youth Program. As a freshman in high school he was deficient in basic skills. Assessment results indicated that tutoring services and participation in leadership development activities would benefit Michael.

Michael also participated in "30 Ways to Shine" a self-esteem building activity. As a sophomore, Michael participated in Paid Work Experience in the Information Technology Department at a local public High School. Currently, he is a junior, and is involved in WIA Paid Work Experience as an Office Assistant with a local business.

**Job Service North Dakota is an equal opportunity employer/program provider.
Auxiliary aids and services are available upon request to individuals with disabilities.**

WIA Annual Report Data

State Name: ND

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	77	81.4	873	1,234	1,234	70.7
Employers	76	81.1	742	5,193	989	75

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	72.4	381
			526
Employment Retention Rate	83	85	469
			552
Earnings Change in Six Month	2,218	2,251	1,237,898
			550
Employment and Credential Rate	47.5	54.7	94
			172

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	55.4	31	67.6	23	68	66	65	13
		56		34		97		20
Employment Retention Rate	86.7	39	80	28	84.5	71	100	15
		45		35		84		15
Earnings Change in Six Months	3,958	178,115	2,672	93,520	2,717	228,200	3,867	58,001
		45		35		84		15
Employment and Credential Rate	40.7	11	44.4	4	50	17	40	2
		27		9		34		5

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	74.8	89	71.7	292
		119		407
Employment Retention Rate	84.6	115	85.1	354
		136		416
Earnings Change in Six Months	3,557	483,699	1,822	754,199
		136		414

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	82.5	274
			332
Employment Retention Rate	86	93.5	300
			321
Earnings Replacement in Six Months	96	101	3,230,911
			3,199,710
Employment and Credential Rate	49	63.4	78
			123

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	90.6	29	65.5	19	82.6	19	0	0
		32		29		23		1
Employment Retention Rate	86.2	25	86.8	33	100	20	50	1
		29		38		20		2
Earnings Replacement Rate	88.8	253,154	108.1	357,779	63.4	178,081	0	0
		285,143		331,022		281,051		1
Employment And Credential Rate	45.5	5	77.8	7	50	3	0	0
		11		9		6		1

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	79.7	98	84.2	176
		123		209
Employment Retention Rate	87.4	83	96	217
		95		226
Earnings Replacement Rate	123.1	900,605	94.4	2,330,306
		731,363		2,468,347

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63.5	81.2	82
			101
Employment Retention Rate	79	85.9	67
			78
Earnings Change in Six Months	2,529	2,529	197,254
			78
Credential Rate	38	42.3	58
			137

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	61.1	11	0	0	78.1	25	79.5	58
		18		1		32		73
Employment Retention Rate	57.1	4	0	0	84	21	84.2	48
		7		1		25		57
Earnings Change in Six Months	3,580	25,057	0	0	1,902	47,547	2,076	118,346
		7		1		25		57
Credential Rate	18.2	4	0	0	34.9	15	36.9	38
		22		1		43		103

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	69	71.9	556
			773
Diploma or Equivalent Attainment Rate	62	75	159
			212
Retention Rate	67	74.7	165
			221

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	67	59	73	286	68.4	67
		88		392		98
Diploma or Equivalent Attainment Rate	64.7	11	82	82	47.6	20
		17		100		42
Retention Rate	75	18	68.8	64	75	42
		24		93		56

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80.9	403	2,902	1,436,437	2.9	11	3,526	1,339,908	64	57
		498		495		381		380		89
Dislocated Workers	89.1	236	117.7	2,757,854	2.2	6	4,666	1,273,704	72.4	71
		265		2,342,932		274		273		98
Older Youth	77.2	44	2,966	169,076	1.2	1	2,397	196,521		
		57		57		82		82		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	946	627
Dislocated Workers	422	276
Older Youth	256	142
Younger Youth	873	354

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$1,780,475.00
Local Dislocated Workers		\$596,110.00
Local Youth		\$2,186,805.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$128,183.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$682,066.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	
Total of All Federal Spending Listed Above		\$5,373,639.00

WIA Annual Report Data

State Name: ND

Program Year: 2003

Table O: Summary of Participants

Local Area Name: North Dakota Workforce Development Division	Total Participants Served	Adults	946
		Dislocated Workers	422
		Older Youth	256
		Younger Youth	873
	Total Exiters	Adults	627
		Dislocated Workers	276
		Older Youth	142
		Younger Youth	354

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	77	81.4
	Employers	76	81.1
Entered Employment Rate	Adults	72	72.4
	Dislocated Workers	78	82.5
	Older Youth	63.5	81.2
Retention Rate	Adults	83	85
	Dislocated Workers	86	93.5
	Older Youth	79	85.9
	Younger Youth	67	74.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,218	2,251
	Dislocated Workers	96	101
	Older Youth (\$)	2,529	2,529
Credential / Diploma Rate	Adults	47.5	54.7
	Dislocated Workers	49	63.4
	Older Youth	38	42.3
	Younger Youth	62	75
Skill Attainment Rate	Younger Youth	69	71.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	1
			Exceeded
			16